

## Overview of Utility Arrearage Payment Programs in California (as of September 2021)

Program	Description, Eligibility, & Services Covered	Links & Additional Resources
<b>Low Income Home Energy Assistance Program (LIHEAP)</b>	<p>Assistance to eligible low-income households to manage and meet their immediate home heating and/or cooling needs. Assistance includes one-time payments to households at risk of utility disconnection, in an energy emergency, and for weatherization services.</p> <p>While LIHEAP services are available to all eligible Californians, some funds are prioritized for Californians that have suffered an employment impact from the COVID-19 recession.</p>	<p><b>Administrator:</b> California Department of Community Services and Development</p> <p><b>Program Webpage:</b> <a href="#">LIHEAP</a> &amp; <a href="#">LIHEAP Fact Sheet</a></p> <p><b>Webinar:</b> <a href="#">Recording of 8/31/2021 State Plan Meeting</a></p> <p><b>Submit Questions To:</b> <a href="mailto:LIHEAP@csd.ca.gov">LIHEAP@csd.ca.gov</a></p>
<b>Low Income Household Water Arrearages Program (LIHWAP)</b>	<p>Provides financial assistance to low-income Californians to help manage their residential water utility costs.</p> <p>As this is a new program, the state is in the process of defining the scope of the LIHWAP program and service delivery. Federal guidance stipulates that LIHWAP should be modeled after existing processes and policies for the LIHEAP program (above).</p>	<p><b>Administrator:</b> California Department of Community Services and Development</p> <p><b>Program Webpage:</b> <a href="#">LIHWAP</a></p> <p><b>Webinar:</b> <a href="#">Recording of 7/29/2021 State Planning Meeting</a></p> <p><b>Submit Questions To:</b> <a href="mailto:LIHWAP@csd.ca.gov">LIHWAP@csd.ca.gov</a></p>
<b>California Arrearage Payment Program (CAPP)</b>	<p>Financial assistance for energy utility customers to help reduce past due energy bill balances accrued during the COVID-19 pandemic.</p> <p>Energy utilities will apply for assistance on behalf of customers who incurred a past due balance of 60 days or more on their energy bill during the COVID-19 pandemic relief period covering March 4, 2020 through June 15, 2021.</p>	<p><b>Administrator:</b> California Department of Community Services and Development</p> <p><b>Program Webpage:</b> <a href="#">CAPP</a></p> <p><b>Authorizing Statute:</b> <a href="#">AB 135 (Chapter 85, Statutes of 2021)</a></p> <p><b>Submit Questions To:</b> <a href="mailto:capp@csd.ca.gov">capp@csd.ca.gov</a></p>

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<p><b>California Water and Wastewater Arrearage Payment Program (CWWAPP)</b></p>	<p>Provides relief to community water and wastewater systems for unpaid bills related to the pandemic accrued between March 4, 2020 and June 15, 2021.</p> <p>Funding to community water systems will be disbursed through January 31, 2022.</p> <p>Will initially prioritize drinking water residential and commercial arrearages. If the Program still has funding available, it will extend to wastewater residential and commercial arrearages in 2022.</p>	<p><b>Administrator:</b> California State Water Resources Control Board</p> <p><b>Program Webpage:</b> <a href="#">CWWAPP</a> &amp; <a href="#">CWWAPP FAQs</a></p> <p><b>Authorizing Statute:</b> <a href="#">AB 148 (Chapter 115, Statutes of 2021)</a></p> <p>➤ Please note, <a href="#">SB 155</a> extends the shutoff moratorium through December 31, 2021.</p> <p><b>Submit Questions To:</b>  <a href="mailto:communitywatersystemscovidrelief@waterboards.ca.gov">communitywatersystemscovidrelief@waterboards.ca.gov</a></p>
<p><b>Housing is Key</b></p>	<p>Financial assistance is available to landlords and renters who need help with unpaid or future rent or utilities.</p> <p>Eligible renters may receive assistance for unpaid utility payments dating back to April 1, 2020, or for future utility payments, which will both be compensated at 100% of cost, limited to a total of 12 months, and paid directly to the utility provider.</p> <p>Applications will be accepted on an ongoing basis. Priority assistance will be given to income eligible households most at-risk of eviction.</p>	<p><b>Administrator:</b> California Business, Consumer Services, and Housing Agency</p> <p><b>Program Webpage:</b> <a href="#">Housing is Key</a></p> <p><b>For Questions, Call:</b> 833-430-2122</p>

## Other Utility Assistance Programs

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<b>California Alternate Rates for Energy (CARE)</b>	Low-income customers that are enrolled in the CARE program can potentially receive a 30-35 percent discount on their electric bill and potentially a 20 percent discount on their natural gas bill.	<b>Program webpage:</b> <a href="#">CARE/FERA Program</a>
<b>Family Electric Rate Assistance Program (FERA)</b>	Families whose household income slightly exceeds the CARE allowances (above) will qualify to receive FERA discounts, which bills applies a 12% discount on their electricity bill. FERA is available for customers of Southern California Edison, San Diego Gas and Electric Company, and Pacific Gas and Electric Company. Potential recipients should contact their utility company.	<b>Program webpage:</b> <a href="#">CARE/FERA Program</a>
<b>Energy Savings Assistance Program (ESA)</b>	The Energy Savings Assistance Program (ESA) provides no-cost weatherization services to low-income households who meet the CARE income guidelines. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weatherstripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration.	<b>Program webpage:</b> <a href="#">ESA Program</a>